IM BOARD MEETING SUMMARY
June 28, 2001

Meeting Agenda

10:45 - 10:55   Introduction
- Review Agenda and Action Items (Griffin)

10:55 - 11:30   Reports to IM Board
- OA Report on IMSC (Talamini)
- Champions' Report on IMSC (Alleva, Stodolosky)
- Project Manager's Report on IMSC (Hughes)
- CIAG Monthly Report (Dilworth)
- Entrust Report
- FY 02-FY 06 SC HQ IM Strategic Plan Report (Griffin)
- Performance Measures Report (Griffin)
- IM Board Technology Visioning Session Results (Griffin)
- Security Overview (Nay/Toy)

11:30 - 11:40   Miscellaneous in DOE & SC (Yockman)

11:40 – 11:55   SC-5's "Database of All Databases" being developed by PNNL (Valdez)

11:55 – 12:10   SC-5's Web Redesign (Valdez)

12:10 – 12:15   Status of Proposed Process to Handle IM Acquisition Requests
(Willis/Alleva/Dilworth)

12:15 – 12:45   IMSC Review (Alleva)

Meeting Attendees

Name		Role	Organization	Contact #	Attendance
Valdez	**Bill**	**Chair**	**SC-5**	**6-9942**	**Local**
Riches	**Mike**	**Member**	**SC-70**	**3-3264**	**Local**
Griffin	**Ted**	**Exec. Sec.**	**SC-65**	**3-4556**	**Local**
Alleva	John	Attendee	SC-64	3-3512	Local
Briscoe	Vianna	Ex Officio Member Backup	OAK	510-637-1742	Phone
Burris	Peggy	Member	SC-4	6-7265	Phone
Buswell	Steve	Member	SC-7	6-9741	Phone
Centeno	Kathi	Attendee	SC-65	3-5472	Local
Clay	Mitzi	Attendee	SC-62	3-3717	Local
Dilworth	Greg	Member	SC-17	3-2873	Local
Farrand	Sue	Attendee	SC-65	3-1884	Local
Forsythe	Todd	Attendee	SC-65	3-6409	Local
Hughes	Gene	Attendee	SC-65	3-5409	Local
Martin	Joanna	Attendee	SC-65	3-1017	Local
Nay	Bill	Security Advisor	SC-80	3-6576	Local
Parks	Barry	Member Backup	SC-83	3-9649	Local

Rasar	Kimberly	Attendee	SC-62	3-9617	Local
Rice	Pat	Attendee	SC-65	3-4556	Local
Stodolsky	Marvin	Attendee	SC-72	3-4475	Local
Toy	Stacy	Security Advisor Backup	SC-80	3-9548	Local
Vann	Larry	Ex Officio Member	CH	630-252-2875	Phone
Wiley	Joe	Ex Officio Member	Richland	509-372-4493	Phone
Wills	Jerry	Ex Officio Member	OR	865-564-9277	Phone
Yockman	Dick	Attendee	SC-65	3-3394	Local

Introduction

Review Action Items

The 5/24/01 action items were reviewed:

- Develop a draft process for handling procurement requests submitted to SCSC. (IM Board subgroup) – *On today's agenda. See below.*

Reports to IM Board

OA Report on IMSC: No report was given.

Champions' Report on IMSC: Marvin Stodolsky said that the process is sound and that the procedures are effective at this time.

Project Manager's Report on IMSC: Gene Hughes provided an update on Worksheet Exchange (WSX) and the Query and Reporting module of the SC Intranet Portal (SCIP).

CIAG Monthly Report: Greg Dilworth reported that the Customer Information Advisory Group (CIAG) has been focusing, primarily, on the prioritization of new projects/services for the FY 02 – FY 06 Strategic Plan.

Entrust Report: Ted Griffin reported that, since the last IM Board meeting, no requests have been made for Entrust.

FY02-FY06 SC HQ IM Strategic Plan Report: Ted Griffin offered an overview of the FY 01 milestones leading to the SC HQ FY 02 IM Operating Plan. Currently, SC-65 is working with the CIAG to develop the FY 02-FY 06 IM Strategic Plan. Once developed, Mr. Griffin will begin one-on-one briefings with the IM Board members.

Performance Measures Report: Ted Griffin provided a handout listing the IM Performance Measures for the months of October 00 through May 01. Each item on the table (see Attachment 1) is measured monthly with the exception of items 1 and 2. These items will be assessed this summer using a survey of SC HQ customers. At an 85 percent customer satisfaction rate, May has proven to be the most successful month for SC-65.

IM Board Technology Visioning Session Results: Ted Griffin reviewed the results of the IM Board Technology Visioning session. Mr. Griffin explained that the results are already covered in the current Technology Architecture and draft FY 02-FY 06 IM Strategic Plan.

Security Overview: Bill Nay provided a security overview to the Board. Mr. Nay said that Stacy Toy would provide upcoming overviews to the Board in his absence.

Miscellaneous in DOE & SC
Dick Yockman provided an update on the status of SC 65's budget. While SC-65 is operating at 8.3 million dollars, Mr. Yockman expects a 10 percent decline in FY 02. Mr. Yockman also addressed OMB, capital planning in SC, and an SC-wide IM strategy.

SC-5's "Database of All Databases" being developed by PNNL
Postponed until the next meeting due to a last minute change to the agenda.

SC-5's Web Redesign
Postponed until the next meeting due to a last minute change to the agenda.

Status of Proposed Process to Handle IM Acquisition Requests
Ted Griffin reported that an initial meeting was held to discuss a process for handling IM acquisition requests. John Willis, John Alleva, Greg Dilworth, Stacy Toy, and Ted Griffin attended. Based on the meeting discussions, John Alleva is drafting a plan and will provide an update at the next meeting.

IMSC Review
Kimberly Rasar provided an overview of the vision, goals, scope, boundaries, and approach for the IMSC Summer 01 Review. Ms. Rasar also reviewed some background materials which she asked for members to review, providing comments to her within the next two weeks. Ms. Rasar will forward all materials to the IM Board after today's meeting. Ted Griffin will then forward materials to the OAs. An outline of the IMSC Summer 01 report will be provided at the next IM Board meeting.

Action Items
- Reschedule the following agenda items for next month's meeting: SC-5's "Database of All Databases" being developed by PNNL (Valdez) and SC-5's Web Redesign (Valdez). (Griffin)
- Provide an update on the Proposed Process to Handle IM Acquisition Requests. (Willis/Alleva/Dilworth)
- Send IMSC Summer 01 background materials to IM Board members and the OAs. (Rasar/Griffin)
- Review the IMSC Summer 01 background materials, providing comments to Kimberly Rasar within the next two weeks. (IM Board members)
- Provide an outline of the IMSC Summer 01 report at the next IM Board meeting. (Rasar)

Appendix 1
FY2001 IM Team Performance Measures
For the
"Provision of IM Services that Effectively Support SC HQS Business Activities"
FY2001

Performance Measure	*Oct*	*Nov*	*Dec*	*Jan*	*Feb LHM Local*		*Mar*
1. % of business activities for which new automation is implemented that experience improvement, time savings, or cost savings	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)		N/A (Measured annually)
2. % of customers stating that productivity has improved during the past year due to IM support	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)		N/A (Measured annually)
3. % of Support Center calls resolved by first phone analyst before end of call	78% (313/668/.6)	61% (325/887/.6)	64% (272/713/.6)	66% (372/934/.6)	67% (145/360/.6)	48% (132/458/.6)	78% (482/1027/.6)
4. % of Support Center calls the customer receives the phone analyst within 30 seconds	96% (677/707) Avg = 10 sec	95% (817/857) Avg = 11 sec	94% (586/623) Avg = 14 sec	94% (835/879) Avg = 18 sec	93% (351/375) Avg = 16 sec	100% (454/454) Avg = 17 sec	100% (811/811) Avg = 12.9 sec
5. % of Support Center "Helpdesk -Medium" calls resolved within 4 hours	72% (425/590) Avg = 10.02 hrs	56% (444/799) Avg = 9.17 hrs	57% (332/584) Avg = 10.25 hrs	55% (475/863) Avg = 29.14 hrs	58% (193/330) Avg = 28.36 hrs	58% (229/391) Avg = 10.41 hrs	43% (269/630) Avg = 7.48 hrs
6. % of time that e-mail is operational	99.9% (44625/44640 mins)	100% (43200/43200 mins)	99.9% (44600/44640 mins)	99.9% (44625/44640 mins)	100% (44320/44320 mins)		100% (44640/44640 mins)
7. % of common suite of software and corporate systems available to the desktop that is also available through remote access	40%	40%	40%	40%	40%		40%
8. % of CIAG action items assigned to SC65 resolved by due dates	89% (8/9)	100% (16/16)	96% (24/25)	93% (25/27)	100% (12/12)		100% (7/7)
Customer Satisfaction	**79%**	**75%**	**75%**	**75%**	**76%**	**74%**	**77%**

*CIAG – Customer Information Advisory Group

FY2001 IM Team Performance Measures
For the
"Provision of IM Services that Effectively Support SC HQS Business Activities"
FY2001 (Continued)

Performance Measure	Apr	May	YTD
1. % of business activities for which new automation is implemented that experience improvement, time savings, or cost savings	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)
2. % of customers stating that productivity has improved during the past year due to IM support	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)
3. % of Support Center calls resolved by first phone analyst before end of call	82% (505/1023/.6)	77% (467/1011/.6)	71% (3013/7081/.6)
4. % of Support Center calls the customer receives the phone analyst within 30 seconds	100% (855/855) Avg = 13.43 sec	100% (933/933) Avg = 13.36	97% (6319/6494) Avg = 13.96 sec
5. % of Support Center "Helpdesk -Medium" calls resolved within 4 hours	72% (648/894) Avg = 7.14 hrs	94% (810/862) Avg = 2.825 hrs	64% (3825/5943) Avg = 12.69 hrs
6. % of time that e-mail is operational	100% (43200/43200 mins)	100% (44620/44620 mins)	100%
7. % of common suite of software and corporate systems available to the desktop that is also available through remote access	40%	40%	40%
8. % of CIAG action items assigned to SC65 resolved by due dates	100% (13/13)	100% (22/22)	97% (127/131)
Customer Satisfaction	**82%**	**85%**	**78%**